




# KANSAS DEPARTMENT OF CORRECTIONS

	<b>INTERNAL MANAGEMENT POLICY AND PROCEDURE</b>	<b>SECTION NUMBER</b>  <b>05-129</b>	<b>PAGE NUMBER</b>  <b>1 of 8</b>
		<b>SUBJECT:</b> <b>INFORMATION TECHNOLOGY AND RECORDS: Internet/ Intranet/Extranet Usage &amp; Management</b>	
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<b>Reissued By:</b>  <b>Policy &amp; Procedure Coordinator</b>		The substantive content of this IMPP has been reissued as per the appropriate provisions of IMPP 01-101. The only modifications within the reissue of this document concern technical revisions of a non substantive nature. <b>Date Reissued:</b> <b>09-19-11</b>	

## POLICY

The Department of Corrections continually strives to improve the quality and accessibility of the services that are mandated by law or desired by Kansas citizens. The access to data and services through the Internet, Intranets and Extranets is a cost-effective strategy that leverages the investment in information technology. The Internet/Intranet architecture is derived from the principles of an open architecture that will assure ease of use, accessibility, reliability, scalability, and a targeted customer focus.

Web pages should be developed to meet a customer's need. Information should be organized to allow for easy access to information without regards to organizational structure.

Common principles of usability and testing will be utilized in the development of web pages. Pages that do not conform to with the guidelines promulgated by the Information Technology Executive Council will be subject to removal from the Department's web sites.

The Department's information and computing assets are valuable, and, as a result must be protected from loss, modification, or destruction.

No one shall use the information technology resources of the Department for other than official state business except as provided in this policy. This shall include use of the World Wide Web, electronic mail, file transfer, and all other features of the Internet. Personal use of any Departmental information technology resources may only be approved by a Central Office Division Head, Warden, or Parole Director.

C.Departmental resources shall not be used to place on the Internet any material that would be considered inappropriate, offensive, or disrespectful to others. Additionally, electronic mail documents sent over Departmental networks shall contain only information pertinent to Departmental operations, and shall not contain extraneous and/or frivolous quotes, expressions, or related forms of prose that are not germane to the accomplishment of work related tasks. This prohibition includes, but is by no means specifically limited to, the inclusion of such prohibited items within the text of any signature blocks appended to electronic mail documents.

Access to such material is prohibited with the exception of those instances where access is related to current investigations, supervision techniques, or treatment programs.

All personnel who have access to the Intranet must take such appropriate actions as are required to safeguard this access from unauthorized persons.

Procedures applicable to Internet Usage shall apply when using the Intranet. Department of Corrections full-time employees shall have access to the Intranet. Other individuals and/or contract personnel may be granted

access to the Intranet on a case-by-case basis, based upon individual assessments of their task requirements.

Certain personnel and agencies will have access to the KDOC Extranet for specific purposes and functions. Users who have access to the Extranet shall validate their passwords and accounts every six (6) months. Appropriate actions to safeguard information obtained via Extranet access shall be taken.

Policies and procedures applicable to Internet Usage shall apply when using the Extranet.

Users who are designated as members of virtual private networks shall adhere to the policies and procedures applicable to each individual network.

Users shall adopt such additional physical security measures as are required to protect the network's assets from tampering.

## **DEFINITIONS**

Appointing Authority: As defined in IMPP 02-109, any person or group of persons empowered by the constitution, by statute, or by lawfully delegated authority to make appointments to positions in the State service pursuant to KAR 1-2-9. Anytime this term is used in this IMPP, it can be read as referring to the "appointing authority or designee".

Departmental Public Information Officer: The Central Office designee responsible for the overall administration of the Department's public information program.

Electronic Mail: Messages that are automatically electronically passed from one computer user to another, often through computer networks and/or via modems over telephone lines. The messages are composed by the senders, passed to a Message Transfer Agent (MTA) program, and are eventually delivered to the recipients in a format permitting their reading using a mail reading program.

Extranet: The extension of the Department's Intranet out onto the Internet, thereby allowing selected users to access certain data and/or applications via the World wide Web. Extranet implies real time access through a firewall, which is in contrast to the Department's public web site, which is accessible to everyone.

Internet: A network of many networks that interconnect world wide using the internet protocol of TCP/IP.

Intranet: A network of networks that interconnect via a single widespread organization. Sites on an intranet are generally closed to the linternet, and are accessible to only authorized users.

Official State Business: Defined in K.A.R. 1-17-1 as "The pursuit of a goal, obligation, functions, or duty imposed upon or performed by a state officer or employee required by employment with this state."

Official State Internet Use: Access to or distribution of information via the Internet by authorized users which directly supports Official State Business.

User: Any individual who has been approved for access to any portion of the Department's information technology resources.

Virtual Private Networks: The use of encryption in the lower protocol layers to provide a secure connection through an otherwise insecure network, typically the Internet. Virtual Private Networks (VPNs) are generally cheaper than real private networks using private lines, but rely on having the same encryption system at both ends. The encryption may be performed either by firewall software or by routers.

## **PROCEDURES**

### **I. Internet Access and Use**

A. Access to the Internet shall be provided through an approved Internet Service Provider.

1. Access will primarily be through the Department's network and not through dial-up connections.

- a. Under no circumstances shall Internet access be allowed using personal equipment or services unless approved by the Information Resource Manager.
- B. Internet usage will be limited to official activities only.
- C. The use of the Internet/Intranet/Extranet for any of the below purposes is strictly prohibited, and may be the basis for disciplinary action up to and including dismissal:
  - 1. Conducting routine personal financial transactions for personal gain;
  - 2. Operating a business;
  - 3. Playing games and/or downloading entertainment files;
  - 4. Viewing, modifying or creating inappropriate sites, or;
    - a. Investigators requiring access to these sites must document in case folder the purpose of the visits.
  - 5. Engaging in any other activities which the employee has been officially advised are inappropriate or excessive.
- D. Persons found to be utilizing the Internet for other than official purposes may be required to reimburse the Department of Corrections for the cost of the transactions.

## **II. Department Information on the Internet**

- A. All departmental information proposed for public access on the Internet shall be approved by the Public Information Officer or designee prior to electronic publication.

## **III. Site Hosting**

- A. All Public Internet pages shall be hosted on a single Kansas Department of Corrections web server.
  - 1. Kansas Correctional Industries is allowed to maintain an additional web site for commercial purposes.
- B. Intranet and Extranet pages shall be hosted on local servers that are physically and logically protected by the Department of Corrections firewall.
- C. The Department may host other sites with the permission of the Secretary of Corrections.

## **IV. Web Page Design**

- A. Web Page Design: All web pages should have similar design and access features. Specific design features are defined below and web accessibility requirements are identified in procedure "V" of this document..
- B. Public Internet:
  - 1. No pages designed for the public will have a link to a Department of Corrections Intranet or Extranet site.
  - 2. All pages will be developed using any of the below file formats:
    - a. Active Server Pages (asp)
    - b. Extensible Hypertext Markup Language version 1.0 or recent (htm, or html, or xhtml)

- c. Extensible markup language (XML)
  - d. Graphical Interchange Format (gif)
  - e. Hypertext Markup Language version 4.0 or recent (htm or html)
  - f. Joint Photographic Experts Group (jpeg or jpg)
  - g. Notes storage facility (nsf)
  - h. Portable Document File (pdf)
  - i. Snap files (snp)
3. Pages developed for the public will have similar background for each facility, parole office, KCI and Central Office.
- a. This background shall be considered the “brand” for that public site.
  - b. All links on a branded page shall have a consistent display.
  - c. Requests for exception to this shall be made in writing to the IRM and shall include a detail description of how the recommended pages will vary from the standard and the reasons why.
4. The brand will be any light hue in the tan – brown range of colors.
5. All public internet sites shall have the following links:
- a. A link to the Department of Corrections home page
  - b. Links to other Criminal Justice public web sites to include:
    - (1) Other Kansas correctional facilities;
    - (2) Parole Offices;
    - (3) Community Corrections;
    - (4) Office of the Ombudsman for Corrections;
    - (4) Kansas Parole Board;
    - (5) Kansas Bureau of Investigations;
    - (6) Kansas Criminal Justice Information System;
    - (7) Juvenile Justice Authority, and;
    - (8) Access Kansas ® site.
  - c. Links to corporations, non-profit organizations or other non-governmental sites must be approved by the Department Public Information Officer.
- C. Departmental Intranet:
- 1. Pages designed for the intranet may have links to public web pages and to main menu eExtranet pages.
  - 2. Intranet pages contain restricted access information and shall not be displayed in the presence of unauthorized persons.

3. Personnel who have password protected access to the data network shall have access to the intranet and eExtranet.
4. All pages may be developed using any of the below file formats:
  - a. Active Server Pages (asp);
  - b. Extensible Hypertext Markup Language version 1.0 or above (htm or html);
  - c. Extensible markup language (XML);
  - d. Graphical Interchange Format (gif);
  - e. Hypertext Markup Language version 4.0 or above (htm or html);
  - f. Joint Photographic Experts Group (jpeg or jpg);
  - g. Notes storage facility (nsf);
  - h. Portable Document File (pdf),
  - i. Snap File (snp) and;
  - j. Other department wide productivity packages to include:
    - (1) Word processing files;
    - (2) Spreadsheet files;
    - (3) Database files, and;
    - (4) Presentation files.
5. Pages developed for any Department of Corrections intranet site shall use one background.
  - a. This background will be considered the "brand" for that public site.
  - b. The background will be a light blue state seal on a light blue page to be used for all pages developed in the hypertext markup language.
6. All intranet sites shall have the following links:
  - a. Links to the Department of Corrections intranet home page;
  - b. Links to the Department of Corrections internet home page;
  - c. Links to the Departmental unit's intranet home page;
  - c.d. Links to other intranet web sites to include:
    - (1) Other Kansas correctional facilities;
    - (2) Parole Offices, and;
    - (3) Kansas Parole Board.
  - e. Links to public sites to include:

(1) Community Corrections;

7. Links to corporations, non-profit organizations or other non-governmental sites must be approved by the Information Resource Manager.

D. Organizational Unit Extranet

1. Pages designed for the Extranet may have specific links to appropriate web pages and to any intranet page.
  - a. An extranet page shall not link to a public web page that does not contribute to the value of the information presented by the page.
2. Extranet pages are considered confidential access information and shall not be displayed in the presence of unauthorized persons.
3. All persons are restricted access to extranet page unless specific permission has been given by web author and authorization provided by the network administrator.
4. All pages may be developed using any of the below file formats:
  - a. Active Server Pages (asp);
  - b. Extensible Hypertext Markup Language version 1.0 or recent (htm or html);
  - c. Extensible markup language (XML);
  - d. Graphical Interchange Format (gif);
  - e. Hypertext Markup Language version 4.0 or recent (htm or html);
  - f. Joint Photographic Experts Group (jpeg or jpg);
  - g. Notes storage facility (nsf);
  - h. Portable Document File (pdf),
  - i. Snap file (snp) and;
  - j. Other department wide productivity package to include:
    - (1) Word processing files;
    - (2) Spreadsheets files;
    - (3) Database files, and;
    - (4) Presentation files.
5. Other formats are permissible provided that all authorized users can access the file using approved Departmental software.
6. Pages developed for any Department of Corrections extranet site shall use one background.
  - a. This background shall be considered the "brand" for that public site.
  - b. The background of a light red state seal to be used for all pages developed in the hypertext markup language shall be provided by the Web Master.

7. Links to and from extranet sites must be closely managed to ensure that only pertinent links are present on the pages.
8. Links to corporations, non-profit organizations or other non-governmental sites are strictly prohibited.

**V. Accessibility**

- A. Appendix A shall provide all Web page development protocols in compliance with ADA standards and all pertinent references cited in this policy.

**VI. Responsibilities Within The Context Of This Policy**

- A. Information Resource Manager
  1. Serves as the KS Department of Corrections Web Master
  2. Develops and enforces policies and procedures relating to internal and external web usage and standards.
- B. Public Information Officer
  1. Responsible for management of all departmental information provided on the Internet including, but not limited to, the World Wide Web.
- C. Web Masters
  1. Develops and maintains the standards for web page development under their purview.
  2. Monitors usage of external and internal webs.
- D. Web Authors
  1. Ensures that pages are completed in accordance with appropriate policies, procedures, and appendices of this document.
- E. Customer Service Staff Operations Center Staff
  1. Serve as the point of contact for customer support issues concerning the provisions of this policy. Perform routine business continuity functions on Internet related assets and services.
- F. Network Security Officer
  1. Monitors message traffic to identify potential misuse of the internet.
  2. Ensures that Intranet and Extranet sites are protected with the firewall.
- G. Records Custodian
  1. Provides guidelines and procedures relevant to the retention of Internet based records.
- H. Network Administrator
  1. Provides directory level access to folders and directories to authorized extranet users.

**NOTE:** The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the

standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

## **REPORTS REQUIRED**

None.

## **REFERENCES**

Americans with Disabilities Act, 42 U.S.C.A, Section 12101, et. seq. See also 28CFR 35.160.  
Center for Applied Special Technology's Bobby site (<http://www.cast.org/bobby/>)  
Information Technology Executive Council Policy 1210, "State of Kansas Web Accessibility Requirements"  
K.S.A. 1999 Supp. 75-7203 authorizes the ITEC to: Adopt information resource policies and procedures and provide direction and coordination for the application of the state's information technology resources for all state agencies.  
K.S.A. 44-1001, et. seq. Kansas Acts Against Discrimination  
IMPP 05-121 – Attachment A – Electronic Network User Agreement  
Kansas Electronic Records Management Guidelines,  
<http://www.kshs.org/archives/ermguide.htm>.  
State of Kansas Web Content Accessibility Guidelines Implementation Guidance  
(<http://da.state.ks.us/itec/WASGuidance102600.htm>) and Guidelines by Priority  
(<http://da.state.ks.us/itec/WASPriorities102600.htm>)  
TITLE IV--REHABILITATION ACT AMENDMENTS OF 1998 SECTION 508: ELECTRONIC AND INFORMATION TECHNOLOGY (<http://www.usdoj.gov/crt/508/508law.html>)  
United States Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Access Advisory Committee Final Report <http://www.accessboard.gov/sec508/commrept/eitaacrpt.htm>  
World Wide Web Consortium's (W3C) *Web Content Accessibility Guidelines* (<http://www.w3.org/TR/WAI-WEBCONTENT/>)

## **ATTACHMENTS**

A – ADA Web Page Development Guidance- 3 pages



## Web Page Development Guidelines

### General Policies:

1. Use Version 4.0+ of HTML in combination Cascading Style Sheets version 2.0+.
2. Avoid deprecated features of W3C technologies.
3. Tables shall be used to mark up truly tabular information rather than using them to control page layout.
4. Auto-refreshing pages are prohibited.
5. Use clear and simple language for a site's content and avoid acronyms.
6. Create alternative, accessible pages only when other solutions fail.

### Description

1. Provide a text equivalent for every non-text element (e.g., via "alt", "longdesc", or in element content). This includes: images, graphical representations of text (including symbols), image map regions, animations (e.g., animated GIF's), applets and programmatic objects, ASCII art, frames, scripts, images used as list bullets, spacers, graphical buttons, all sounds, stand-alone audio files, audio tracks of video, and video. (W3C WCAG 1.0, 1.1) Sec.508 1194.22(a)
2. Ensure that all information conveyed with color is also available without color, for example from context or markup. (W3C WCAG 1.0, 2.1) Sec.508 1194.22(c)
3. Organize documents so they may be read without style sheets. For example, when an HTML document is rendered without associated style sheets, it must still be possible to read the document. (W3C WCAG 1.0, 6.1) Sec.508 1194.22(d)
4. Avoid causing the screen to flicker. (W3C WCAG 1.0, 7.1) Sec.508 1194.22(j)
5. Client side image maps should be provided instead of server side image maps. If you must use server-side image maps, provide redundant text links for each link on the image map. (W3C WCAG 1.0, 1.2) and (WCAG 1.0, 1.5) Sec.508 1194.22(e) and 1194.22(f)
6. Use of frames is prohibited. (W3C WCAG 1.0, 12.1) Sec.508 1194.22(i)
7. Ensure that foreground and background color combinations provide sufficient contrast when viewed by someone with color deficits. (W3C WCAG 1.0, 2.2)
8. Clearly identify the target of each link. (W3C WCAG 1.0, 13.1)
9. Use header elements to convey document structure and use them according to specification. (W3C WCAG 1.0, 3.5)
10. Mark up quotations. Do not use quotation markup for formatting effects such as indentation. (W3CWCAG 1.0, 3.7)
11. Clearly identify changes in the natural language of a document's text and any text equivalents (e.g., captions). (See also Priority 3, #1) (W3C WCAG 1.0, 4.1)
12. Make scripts and applets that allow users to interpret or access page content, or any other element that has its own interface, compatible with assistive technologies, and ensure that event handlers are input device-independent. (W3C WCAG 1.0, 6.4; WCAG 1.0, 8.1; WCAG 1.0, 9.2) Sec.508 1194.22(m)
13. Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page. (See also P1, #7) (W3C WCAG 1.0, 6.3)

14. For data tables, identify row and column headers. (W3C WCAG 1.0, 5.1) *Sec.508 1194.22(g)*
15. For data tables that have two or more logical levels of row or column headers, use markup to associate data cells with header cells. (W3C WCAG 1.0, 5.2) *Sec.508 1194.22(h)*
16. Provide summaries for data tables. If a table is used only for layout, provide an empty summary attribute (e.g., `summary=""`). (W3C WCAG 1.0, 5.5)
17. Label all form controls. Position the label close to the form control, and use appropriate markup to identify the form control and associate it with its label. (W3C WCAG 1.0, 10.2 and WCAG 1.0, 12.4) *Sec.508 1194.22(n)*
18. For any time-based multi-media presentation (e.g., movie or animation) synchronize equivalent alternatives (e.g., captions or auditory descriptions of the visual track) with the presentation. (W3C WCAG 1.0, 1.4) *Sec.508 1194.22(b)*
19. When a timed response is required, the user shall be alerted and given sufficient opportunity to indicate more time is required. *Sec.508 1194.22(p)*
20. A method shall be provided that permits users to skip repetitive navigation links. (W3C WCAG 1.0, 13.6) *Sec.508 1194.22(o)*
21. If you cannot create an accessible page, provide a link to an alternative page that uses W3C technologies, is accessible, has equivalent information (or functionality), and is updated as often as the inaccessible (original) page. (W3C WCAG 1.0, 11.4) *Sec.508 1194.22(k) and 1194.22(l)*
22. When an appropriate markup language exists, use markup rather than graphics to convey information. For example, use MathML to mark up mathematical equations instead of using graphics to represent symbols. (W3C WCAG 1.0, 3.1)
23. Create pages that use the transitional or the strict document type declaration (e.g., `<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">` or `<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN">`) and include the appropriate declaration as the first line of every HTML page. (W3C WCAG 1.0, 3.2)
24. Use style sheets to control presentation. (W3C WCAG 1.0, 3.3)
25. Use relative rather than absolute units of measure (e.g., for margins, font sizes, borders, etc.). (W3C WCAG 1.0, 3.4)
26. Use navigation mechanisms in a consistent manner. (W3C WCAG 1.0, 13.4)
27. Specify the expansion of each abbreviation or acronym in a document where it first occurs. Providing the expansion in the main body of the document also helps document usability. (W3C WCAG 1.0, 4.2)
28. Do not cause pop-ups or other windows to appear and do not change the current window without informing the user. If a new window is absolutely necessary, provide an alternative, accessible means for conveying or gathering information. (W3C WCAG 1.0, 10.1)
29. Provide metadata for every page. (W3C WCAG 1.0, 13.2)
30. Provide information about the general layout of a site (e.g., a site map or table of contents). (W3C WCAG 1.0, 13.3)
31. Do not use tables for layout unless the table makes sense when linearized. (W3C WCAG 1.0, 5.3)
32. Create a logical tab order through links, form controls, and objects. (W3C WCAG 1.0, 9.4)
33. Describe the purpose of frames and how frames relate to each other if it is not obvious by frame titles alone. (W3C WCAG 1.0, 12.2)

34. Until user agents provide the ability to stop auto-redirect, do not use markup to redirect pages automatically. Instead, configure the server to perform redirects. If necessary to re-direct a page and configuring the server is not possible, label the action and allow the user to invoke the link to the new page. (W3C WCAG 1.0, 7.5)
35. Identify the primary natural language of a document. (W3C WCAG 1.0, 4.3)
36. Provide keyboard shortcuts to important links (including those in client-side image maps), form controls, and groups of form controls. (W3C WCAG 1.0, 9.5)
37. Until user agents (including assistive technologies) render adjacent links distinctly, include non-link, printable characters (surrounded by spaces) between adjacent links. (W3C WCAG 1.0, 10.5)
38. Provide information so that users may receive documents according to their preferences (e.g., language, content type, etc.) (W3C WCAG 1.0, 11.3)
39. Provide a group of navigation links to highlight and give access to the navigation mechanism. (W3C WCAG 1.0, 13.5)
40. If search functions are provided, enable different types of searches for different skill levels and preferences. (W3C WCAG 1.0, 13.7)
41. Place distinguishing information at the beginning of headings, paragraphs, lists, etc. (W3C WCAG 1.0, 13.8)
42. Provide information about document collections (i.e., documents comprising multiple pages.). (W3C WCAG 1.0, 13.9)
43. If ASCII art cannot be avoided, provide a means to skip over multi-line ASCII art. (W3C WCAG 1.0, 13.10)
44. Provide terse substitutes for header labels with the "abbr" attribute on <th>. These will be particularly useful for future speaking technologies that can read row and column labels for each cell. Abbreviations cut down on repetition and reading time. (W3C WCAG 1.0, 5.6)
45. Supplement text with graphic or auditory presentations where they will facilitate comprehension of the page. (W3C WCAG 1.0, 14.2)